

ROOKIE OF THE YEAR AWARD AWARDEE



**Kimberly Gilbert
U.S. Citizenship & Immigration
Services**

ISO Kimberly Gilbert is a valued member of the Dallas Field Office, always seeking out new and challenging work assignments, as well as ensuring her assigned tasks are completed in a timely fashion, every day. She is always willing to do what is necessary to help the team succeed and does so without seeking credit. During FY 2021, she volunteered for multiple details and was chosen to be part of the Border Surge Detail. She was on the detail from April 2nd to May 17th, where she displayed the professionalism and dedication, she exhibits at the Dallas Field Office every day. Officer Gilbert is always focused on providing quality customer service when serving the public directly or when responding to customer inquiries. She is a problem solver and follows through on actions needed to ensure that cases are moving forward in the adjudication process.